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wireless

alcatel APPRISE™

User Guide

Some of the contents in this manual may differ from your phone depending on the software of the phone. Actual color may vary.

Your phone is designed to make it easy for you to access a wide variety of content. For your protection, we want you to be aware that some applications that you enable may involve the location of your phone being shared. For applications available through Cricket, we offer privacy controls that let you decide how an application may use the location of your phone and other phones on your account. However, the Cricket privacy tools do not apply to applications available outside of Cricket. Please review the terms and conditions and the associated privacy policy for each location-based service to learn how location information will be used and protected. In addition, your Cricket phone may be used to access the internet and to download, and/or purchase goods, applications, and services from Cricket or elsewhere from third parties. Cricket provides tools for you to control access to the Internet and certain Internet content. These controls may not be available for certain devices which bypass Cricket controls.

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All "Signature" ringtones embedded in this phone have been composed, arranged and mixed by NU TROPIC (Amar Kabouche).

www.sar-tick.com

This device meets applicable national SAR limits of 1.6 W/kg. When carrying the device or using it while worn on your body, either use an approved accessory such as a holster or otherwise maintain a distance of 15 mm from the body to ensure compliance with RF exposure requirements. Note that the product may be transmitting even if you are not using it.

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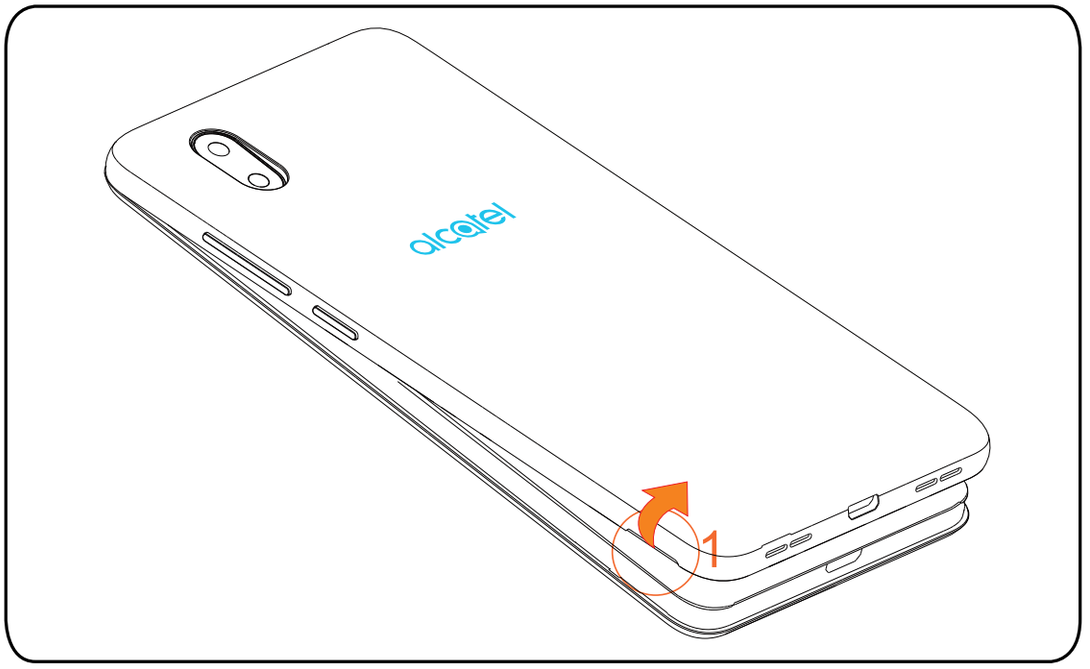
Getting started

Phone setup

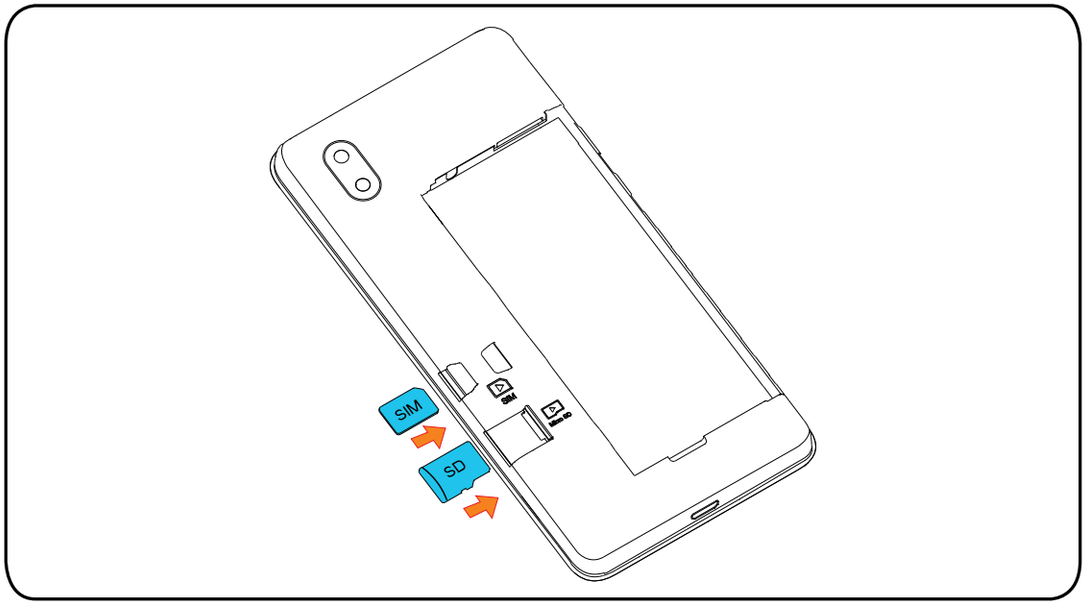
Installing the NANO SIM card

You must insert your SIM card to make phone calls. You do not need to power off your phone before inserting or removing the SIM card.

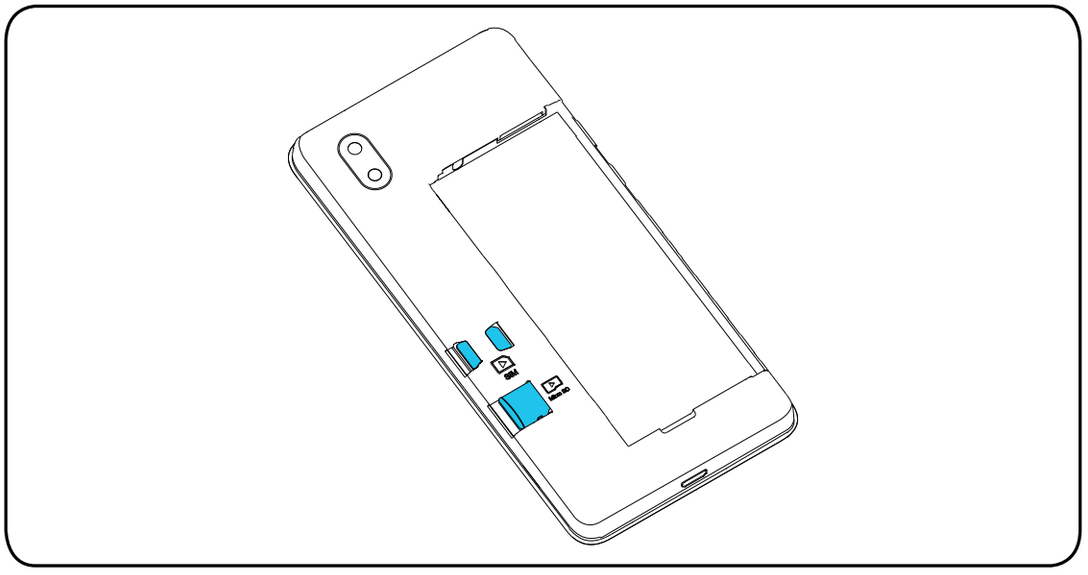
1. Remove the back cover by gently pulling up on the indentation on the bottom left of the cover.



2. Insert the SIM card and microSD™ card as shown in the illustration below.



3. Ensure that SIM and microSD™ cards have been properly secured.



Note: microSD™ card sold separately.

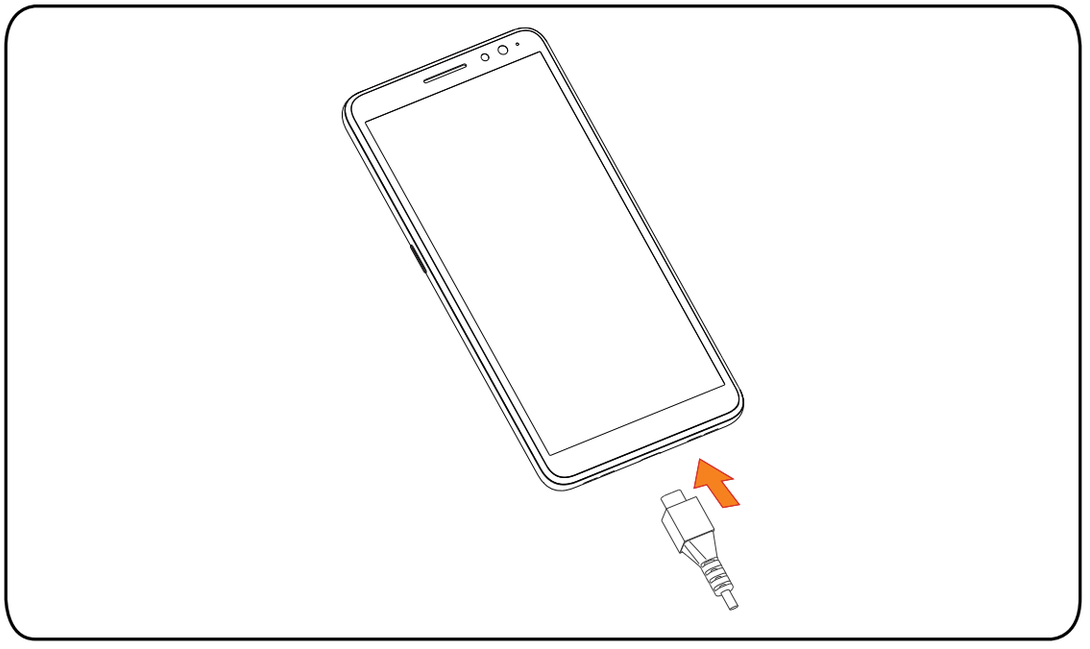
WARNING: To avoid damage to the phone, only use the standard NANO SIM card provided by your service provider.

Charging the battery

Your phone's battery should have enough power for the phone to power on, acquire a signal, and place several calls. You should fully charge the battery as soon as possible.

When the battery is low, a low-battery warning icon will appear on the screen.

If the battery is extremely low, you may be unable to power on the phone even when it is being charged. In this case, try again after charging the phone for at least 10 minutes.



1. Insert the charger's connector into the charging port. Be sure to insert the connector in the correct orientation. Do not force the connector into the port.
2. Plug the charger into a standard AC wall outlet.
3. When the battery is fully charged, unplug the charger and disconnect it from the phone.

WARNING: Only use Alcatel-approved chargers and cables. The use of unapproved accessories could damage your phone.

Extending the battery life

Active applications, screen brightness levels, Bluetooth and Wi-Fi usage, and GPS functionality can drain your battery. Follow the helpful tips below to conserve your battery power:

- Reduce the time before the Sleep Mode function is activated.
- Lower the screen brightness.
- Turn auto-sync, Wi-Fi, and Bluetooth off when not in use.
- Disable the GPS function when not in use. Most applications using this function will periodically locate the GPS satellites for your current location.

Powering your phone on/off

Ensure that the NANO SIM card is in your phone and the battery is charged.

- Press and hold the **Power** key to power on your phone.
- To power it off, press and hold the **Power** key to open the options menu. Tap **Power off**.

Setting up your phone for the first time

Follow the steps below to set up your phone for the first time or after a factory reset:

1. Tap the language field to select the language you want to use and then tap **START**.
2. Connect to a secure and trusted Wi-Fi network, enter the password, and tap **CONNECT**. To skip, tap **SKIP** and tap **CONTINUE** on the pop-up message.
3. You will be prompted to agree to or decline Google Services, such as location and device maintenance, and to read Google's Terms of Service. Make your allowances and tap **ACCEPT** to continue.
4. Choose a screen lock type Pattern, PIN or Password to prevent others from using your phone.

Switching to Sleep Mode

To save battery power, Sleep Mode suspends your phone in a low-power-consumption state while the display is off. Your phone also goes into Sleep Mode by itself when the display is automatically turned off after a certain period of time, which you can set by tapping **Settings > Display > Sleep**.

Press the **Power** key to enable Sleep Mode.

Waking up your phone

Press the **Power** key to activate your screen display.

Note: You will need to enter your unlock method, if enabled, to unlock your screen (see Settings > Security > Screen lock).

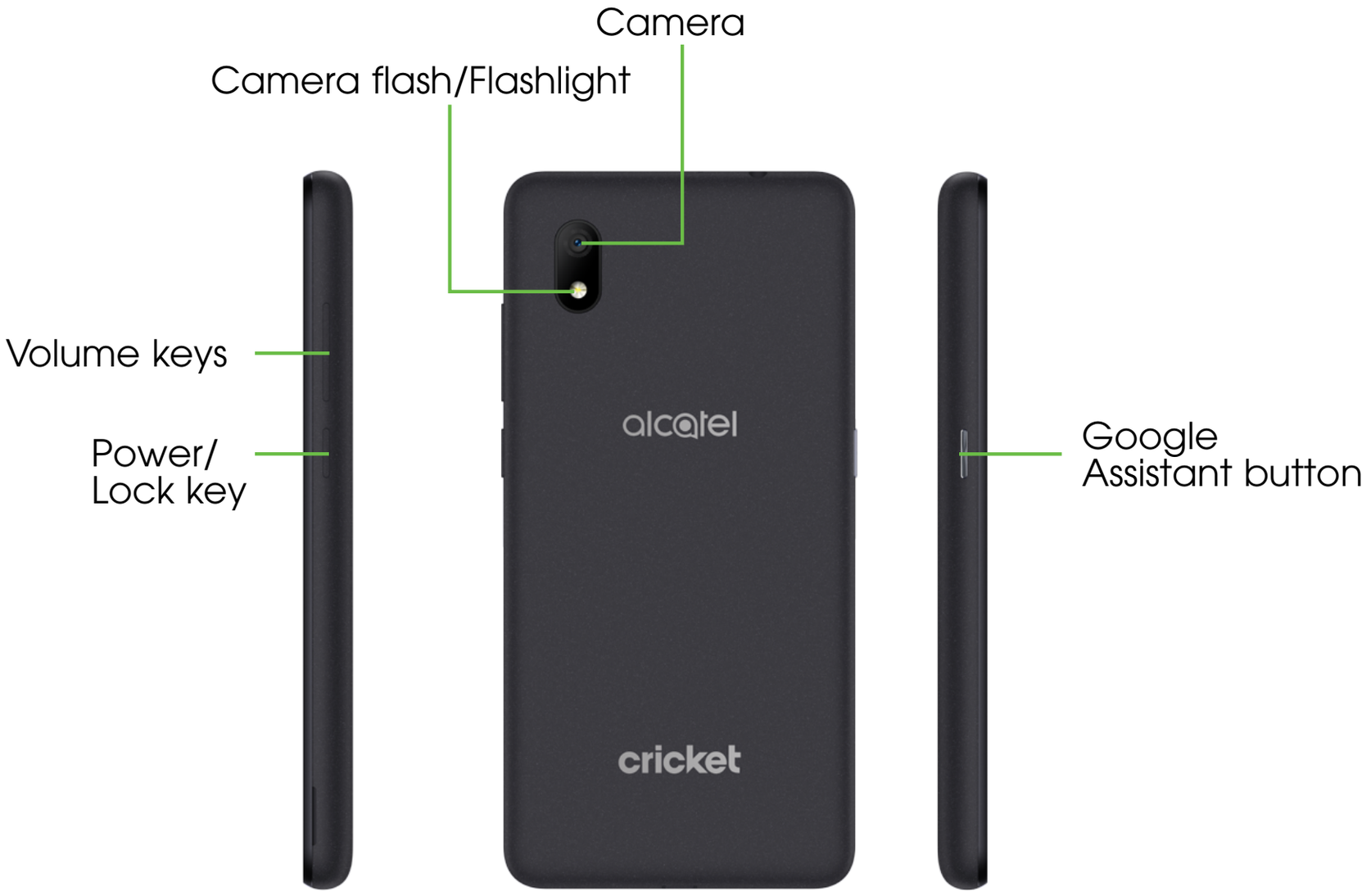
Getting around

Touch control

Your phone's touch screen allows you to control actions through a variety of touch gestures.

- **Tap:** Tap the buttons, icons, or applications to select items or to open applications.
- **Press and hold:** To open the available options for an item (such as a message or link in a web page), press and hold the item.
- **Swipe or slide:** To scroll or toggle, quickly drag your finger vertically or horizontally across the screen.
- **Drag:** To drag, press and hold before you start to move your finger. While dragging, do not release your finger until you have reached the target position.
- **Pinch:** In some apps (such as Maps Go, Browser, and Photos), you can zoom by placing two fingers on the screen and pinching them together (to zoom out) or spreading them apart (to zoom in).
- **Rotate the screen:** In certain applications, you can change the screen orientation from portrait to landscape by turning the phone sideways.

Getting to know your phone



Key functions

Recent apps

- Tap to switch between apps and files you've recently opened.

Home

- From any application or screen, tap to return to the Home screen.
- Press and hold to activate your Google Assistant.

Back

- Tap to go back to the previous screen, or to close a dialog box, options menu, the Notifications panel, etc.

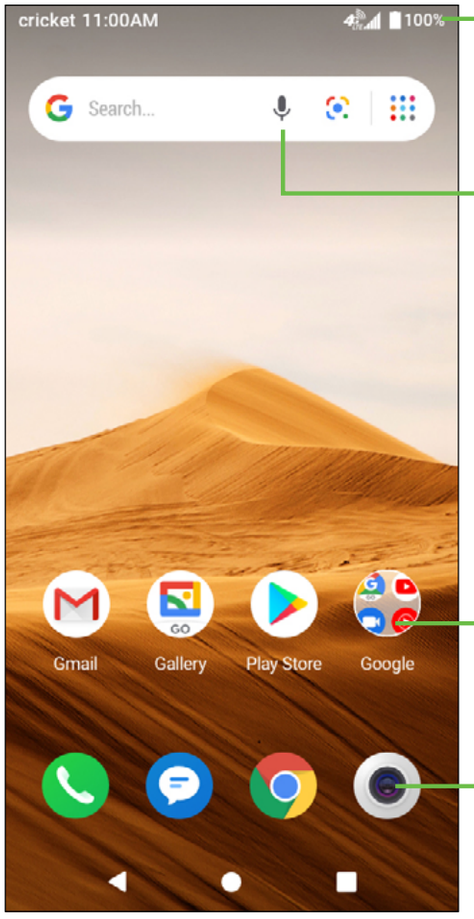
Power/Lock key

- Press: Lock the screen/Light up the screen.
- Press and hold: Show the popup menu to select from Power off/ Restart/Screenshot/Airplane mode.
- Press and hold the Power key and Volume down key to capture a screenshot.
- Press and hold the Power key for at least 10 seconds to force restart.

Volume Keys

- Adjust the earpiece or headset volume during a phone call.
- Adjusts the media volume while listening to music or a video, or streaming content.
- Adjust the ringtone volume.
- Mute the ringtone of an incoming call.
- While using the Camera app, press Volume up or down key to take a photo or press and hold to take several photos.

Customize your Home screen by adding application shortcuts, widgets, folders, and using wallpapers.



Status and notifications bar

Voice search

Google Folder

Favorite apps tray

Extended home screen

In addition to the main home screen, your phone has extended home screens to provide more space for adding apps, widgets, and more. Once an app or widget is added to the extended home screen, swipe your finger to the left or right to access the extended home screen panels.

Adding items to your home screen

- To add an app to your home screen, swipe up on the home screen to access all the applications on the phone. Press and hold the desired app, and drag it to the home screen.

Choosing your wallpaper

1. Press and hold an empty place on the home screen and tap **WALLPAPERS**.
2. Tap a wallpaper and tap **Set wallpaper**. You can also tap **My photos** to use a photo as your wallpaper.
3. A popup menu will appear to set the selected wallpaper as image for the Home screen, Lock screen, or both.

Organizing apps with a folder

1. Hold and drag an application over another to create folders.
2. To add more shortcuts into the folder, press and hold each shortcut and drag them over the folder before releasing them.

Removing items from your home screen

1. Press and hold the item you want to delete until **X Remove** appears at the top of the screen.
2. Drag the item to **X Remove** and release your finger when the item turns red.

Viewing your apps

Swipe up on the home screen to access all the applications on the phone. You can add apps to your home screen and uninstall or disable them.

Uninstall or disable an application

1. Swipe up on the home screen.
2. Press and hold an application.
3. To uninstall an app, drag it to **X Remove** and release it.
4. To enable or disable an application, swipe up on the home screen > **Settings > Apps & notifications > App info**, then select the app.

Note: Not all applications can be uninstalled or disabled.

Status and notification icons

Status icons

	4G connected		Speakerphone is on
	4G in use		Phone microphone is mute
	LTE connected		No SIM card installed
	LTE in use		Vibrate mode
	Connected to a Wi-Fi network		Battery is very low
	Airplane mode		Battery is low
	Signal strength		Battery is partially decreased
	No signal		Battery is full
	Alarm is set		Battery is charging
	Connected to a Bluetooth device		GPS is on

Notification icons

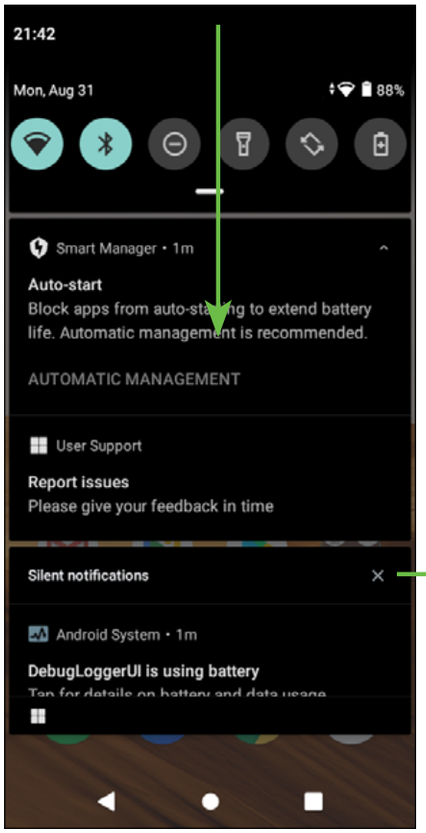
	New email message		Portable Wi-Fi hotspot is on
	New text or multimedia message		Missed call
	Problem with SMS or MMS delivery		Uploading data
	Carrier data use threshold approaching or exceeded		Download finished
	New voicemail		Select input method
	Upcoming event		An open Wi-Fi network is available
	Screenshot captured		Phone is connected via USB cable
	Both USB tethering and portable hotspot are on		More notifications are hidden
	USB tethering is on		

Using the Notifications panel

Drag down from the Status bar to open the Notifications panel. Drag down once again to enter the Quick settings panel. When there are notifications, you can tap them to access notifications directly.

Notifications panel

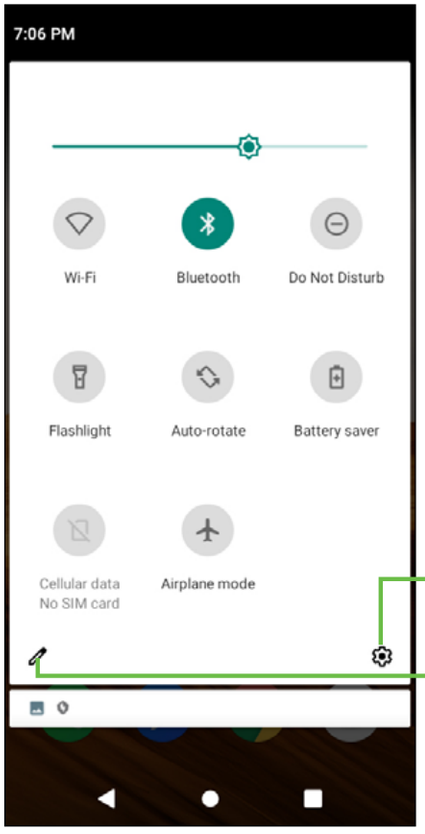
When there are notifications, drag down from the Status bar to open the Notifications panel to read more detailed information.



Clear new notifications (ongoing notifications, such as New Voicemail, will remain)

Quick settings panel

Drag down the Notifications panel to open the Quick settings panel. This will allow you to access frequently used settings like Wi-Fi, screen brightness, airplane mode, and others. You can open this panel from anywhere on your device, including your lock screen.



Tap to access **Settings**, where you can set more items.

Tap **EDIT** to customize your Quick settings panel.

Secure your phone

Enable an unlock method to keep your phone secure. Select Swipe, Pattern, PIN, Password, or Face Unlock *.

1. Swipe up on the home screen > **Settings > Security > Screen lock**.
2. Tap **Swipe**, **Pattern**, **PIN**, or **Password**.

- Tap **None** to disable screen lock.
- Tap **Swipe** to enable screen lock.

  Note: you will not need a pattern, PIN, password to access the phone
- Tap **Pattern** to create a pattern you must draw to unlock the screen.
- Tap **PIN** or **Password** to set a numeric PIN or a password that you must enter to unlock your screen.

You can also enable Face Unlock*. Face Unlock will unlock your phone by using the front camera to register your face.

1. For the best result, start the setup in a bright, indoor environment away from direct sunlight.
2. Hold your phone about 20-50 cm from your face.
3. Position your face in the square shown on the screen, then select Continue when registration is complete.

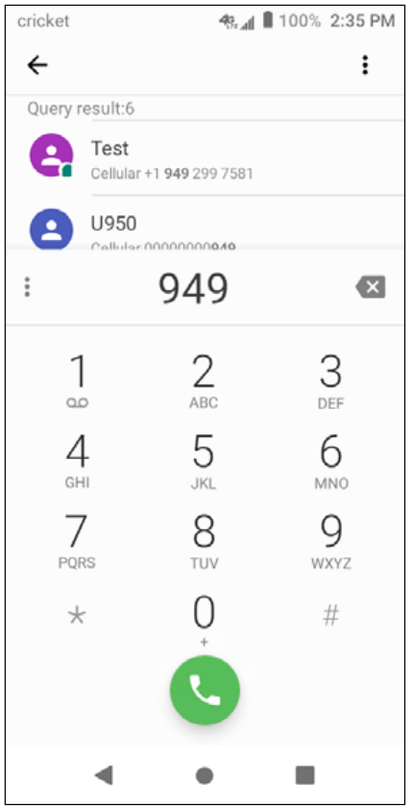
* Facial Recognition may not be as secure as Pattern, PIN, or Password locks. We may use Facial Recognition methods only for the purpose to unlock the phone. The data collected from you through such methods will be stored in your device and will not be disclosed to any third-party. You may delete your data anytime by visiting Settings > Security > Face Unlock > Remove face data.

Phone calls

Making calls

Calling from the dial pad

1. From the home screen, tap .
2. Tap to open the dial pad.



3. Enter the phone number with the on-screen keypad. Tap to delete incorrect digits.

   Note: As you enter digits, your phone searches for contacts that match. If you see the number you want to dial, tap it to place the call immediately without entering the rest of the number.

4. Tap to place the call.

Tip: To make an international call, press and hold the 0 key to enter the plus (+) symbol. Next, enter the country code, followed by the area code, and then the phone number.

Dial a Recent Number

1. From the home screen, tap > .
2. Swipe the screen up or down and tap the contact you want to call.

   Tip: You can search for a contact by tapping the search field at the top of the screen.
3. Tap the number or contact name, then tap to call, or tap the number to call.

Calling from Contacts

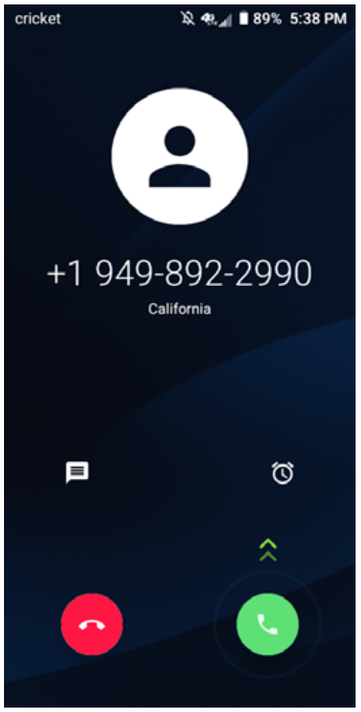
1. Swipe up on the home screen, tap .
2. Swipe your finger up or down to scroll through the contacts list, tap the contact you want to call, then tap to call.

Tip: You can search for a contact by tapping the search field above the Contact lists.

Calling from Messaging

1. From Messaging tap the conversation with the contact you wish to call.
2. Tap at the top of the screen to call that number.

Receiving calls



- Press and swipe up to answer an incoming phone call.
- Press and swipe up to reject an incoming phone call.
- Tap to set a reminder to call the number back in 5 or 10 minutes.
- Tap to reject the call and select a preset test message to send to the caller.

Using options during a call

During a call, you will see a number of on-screen options. Tap an option to select it.

- Tap to turn the speaker on or off.
- Tap to mute or unmute your microphone.
- Tap to open the dial pad.
- Tap to put the call on hold.
- Tap to place a second call, separate from the first call, which is put on hold. You can then merge the calls to create a conference call.
- Tap to end the current call.

WARNING: Do not place the phone near your ear while the speakerphone is in use.

Managing multi-party calls

When call waiting and three-way calling features are available, you can switch between two calls or set up a conference call.

Note: Call waiting and three-way call features require network support and may result in additional charges. Please contact your service provider for more information.

Switching between current calls

When you're on a call, your phone will vibrate or a your notification ringtone will sound to inform you that another call is coming in. The screen will display the caller ID.

To respond to an incoming call while you're on a call:

Press and swipe up to answer the call. This puts the first call on hold and answers the second call. Press and swipe up to reject the second call.

Note: Tap to reject the second call and select a preset text message to the caller.

To switch between two calls:

Tap or **On hold** on the screen.

Setting up a conference call

1. In the dial pad, enter a number and tap .
2. Once you have established the connection, tap **>** and dial the second number. This puts the first caller on hold and dials the second number.
3. When you're connected to the second party, tap .

If one of the individuals on the line hangs up during your call, you and the remaining caller stay connected. If you initiated the call and are the first to hang up, all callers are disconnected.

To end the conference call, tap .

Adjusting your phone settings

From the home screen, tap > > **Settings** to configure the phone options.

PHONE SETTINGS

Quick responses: Edit quick responses which will be used when you reject a call with messages.

Dial pad tones: Enable playing tones when using the dial pad.

Call settings

- **Voicemail**

  Access voicemail service and number settings.
- **Wi-Fi calling**

  Turn on/off Wi-Fi calling to allow your device to make calls over a Wi-Fi network.
- **Call forwarding**

  Configure how your calls are forwarded when unanswered.
- **Additional settings**

  Use default carrier settings to display your number in outgoing calls.

Accessibility

- **Teletypewriter (TTY) Call Button**

  TTY assists callers who are deaf, hard of hearing, have a speech disability, or need more than voice alone. Incoming/outgoing speech can be converted to a teletypewriter messaging when TTY call has been established.

- **Hearing aids**

  Enable hearing aid compatibility.

- **Noise reduction**

  Suppress your background noise during calls.

Quick dial: Assign specific numbers to numbers on your dial pad for quick dialing.

CONTACTS SETTINGS

Import/Export: Import or export contacts between phone, SIM card, microSD™ card and phone storage.

Merge contacts: Select duplicate contacts to merge.

Manage account: Manage the synchronization settings for different accounts.

Display options

- **Sort by**

  Set the contacts display by First name or Last name.

- **Name format**

  Set the name format by First name first or Last name first.

Contacts

Add contacts on your phone and synchronize them with the contacts in your Google account or other accounts that support contact syncing.

To see your contacts, swipe up on the home screen > contacts.

Importing and exporting contacts

Import/export contacts from/to your NANO SIM card, phone storage, Gmail account, or microSD™ card. This is especially useful when you need to transfer contacts between different devices. You can also quickly share your contacts using Bluetooth, Gmail, Messaging, and other applications.

1. Swipe up on the home screen, tap .
2. Tap > **Settings > Import/Export**, select the account to copy contacts from (**Phone, SIM card, Gmail account, or microSD™ card**), and tap **NEXT** to choose where the contacts are copied.

To import/export a single contact from/to your SIM card, select the contact you want to import/export and tap the icon to confirm.

To import/export all contacts from/to your SIM card, tap the icon and then the icon to confirm.

Sharing contact information

Share a single contact or contacts with others by sending the contact's vCard to them via Bluetooth, Gmail, etc.

1. From the Contacts screen, tap the contact you want to share, tap > **Share**.
2. Use the pop-up menu to choose how to share the contact information. Available options will depend on the applications and services installed.

Creating a contact

1. From the Contacts screen, tap to add a new contact.
2. Tap the account field near the top of the screen to choose where to save the contact. If a sync account is selected, the contacts will be synced automatically with your account online.
3. Enter the contact name, phone numbers, email addresses, and other information.
4. Tap to save the contact.

Adding a contact to Favorites

Add the contacts you use frequently to Favorites so that you can find them quickly.

1. From the Contacts screen, tap the contact you want to add to Favorites.
2. Tap .

Searching for a contact

1. Tap above the contacts list.

2. Enter the contact name, phone number or email address you want to find. Matching contacts will be listed.

Linking contacts

As your phone synchronizes with multiple online accounts, you may see duplicate entries for the same contact. You can merge all the separate information of a contact into one entry in the Contacts list.

1. Swipe up on the home screen, tap .
2. Tap a contact to display the contact's details.
3. Tap > **Link**.
4. Tap the contact whose information you want to merge with the first entry.

The information from the second contact is added to the first, and the second contact is no longer displayed in the contacts list.

Unlinking contacts

If contact information from different sources was merged in error, restore the information to individual contacts on your phone.

1. Swipe up on the home screen, tap .
2. Tap a contact you have merged and want to separate.
3. Tap > **View linked contacts** > **SEPARATE**

Messaging

Use Messaging to exchange text messages (SMS) and multimedia messages (MMS).

Opening the messaging screen

From the home screen, tap .

The Messaging screen opens, where you can create a new message, search for messages, or open an ongoing message thread.

- Tap to write a new text or multimedia message.
- Tap to search for keywords within a message.
- Tap an existing message thread to open the conversation with a contact, phone number, or email address.

Sending a message

1. From the Messaging screen, tap at the bottom of the screen.
2. Add recipients by one of the following ways:

- Tap the **To** field and type the recipient's name, number, or email address. If the recipient is saved in Contacts, their contact information will appear.
- Tap **Dialpad** to enter a number not saved in contacts, or without searching Contacts .

3. Tap the **Add text** field and enter the content of your text message.
4. If you want to send a multimedia message, tap the paper clip icon to attach a file to the message.

5. Tap to send your message.

Note: Messages sent to email addresses are multimedia messages.

Replying to a message

Messages you receive are added to existing conversation threads with the same recipient. If the new message comes from a new number, a new thread is created.

1. From the Messaging screen, tap the thread that has the message you want to reply to.
2. Type your reply in the text box at the bottom. You can tap if you want to reply with an MMS.
3. Tap to send your message.

Forwarding a message

1. From the thread screen, press and hold a message you want to forward.
2. Tap .
3. Enter a recipient for the message and edit the content if you want.
4. Tap to send your message.

Changing message settings

The phone's message settings are pre-configured for you to use immediately. To change them, tap **> Settings** from the Messaging screen.

Email

Swipe up on the home screen, tap **Gmail**. Receive and send emails from your webmail or other accounts using POP3 or IMAP, or access your Exchange ActiveSync account for your corporate email needs.

Setting up the first email account

1. From the Home screen, tap Gmail.
2. Enter your email address and tap **NEXT** and enter your password and then tap **NEXT** again.
3. Confirm email account settings, tap **NEXT**.
4. Enter your name which will be displayed on outgoing emails, tap **NEXT**.

Note: You can also enter these details manually by tapping **MANUAL SETUP**.

Checking your emails

Your phone can automatically check for new emails at the interval you set when setting up the account.

When you are in an email account, swipe down on the screen to download new emails.

Responding to an email

Reply to or forward a message that you recieve. You can also delete messages and manage them in other ways.

Replying to or forwarding an email

1. Open the email you want to reply to or forward.
2. Choose from the following:
   - To reply to the sender, tap ↩.
   - To reply to the sender and all recipients of the original email, tap ⋮ > **Reply all** or tap the **Reply all** button on the keyboard.
   - To forward the email to someone else, tap ↪.
3. Edit your message and tap ➤ to send.

Deleting an email

You can delete a single email or several emails at once.

- With an email message open, tap 🗑.
- While in an email list (such as inbox), tap the checkboxes next to the messages and then tap 🗑.

Writing and sending an email

1. Open your email Inbox and tap .

   Note: If you have more than one email account added on the phone, tap the sender line to select the account you want to use for sending the message.

2. Enter a contact name or email address in the **To** field. Separate each recipient with a comma.

   Note: Tap **> Cc/Bcc** to Cc or Bcc other recipients.

3. Enter the email subject and compose the email text.
4. Tap to add audio files, images, videos, and other types of files as an attachment.
5. Tap to send the message.

Adding and editing email accounts

Adding an email account

After setting up your first email account (see *Email – Setting up the first email account*), you can add more email accounts and manage them separately.

1. Open **Gmail** to get to the Inbox screen.
2. Tap **> Settings** and tap **Add account**.
3. Follow the prompts to set up your second account.

Editing an email account

Change a number of settings for an account, including how often you check for email, how you're notified of new emails, your email signature, and details about the servers the account uses to send and receive email.

1. Open **Gmail** to access your inbox.
2. Tap **> Settings** and tap the account you want to change.
3. Make the changes and tap when you're finished.

Changing general email settings

1. General settings apply to all email accounts you add.
2. Open **Gmail** to get the Inbox screen.
3. Tap **> Settings > General settings**.
4. Make the changes and tap when you're finished.

Connecting to the Internet

Your phone's impressive networking capabilities allow you to access the Internet or your corporate network with ease. You can use default connection settings to connect to the Web via your cellular network or Wi-Fi. The mobile data connection can be enabled/disabled manually. Swipe up on the home screen, tap **Settings > Network & internet > Cellular network** and enable/disable **Cellular Data**.

Turning on Wi-Fi

Wi-Fi is a wireless networking technology that provides internet access.

1. Swipe up on the home screen, tap **Settings > Network & internet > Wi-Fi**.
2. Slide the Wi-Fi switch to the position to turn on Wi-Fi.

Connecting to a Wi-Fi network

1. Swipe up on the home screen, tap **Settings > Network & internet > Wi-Fi**. Available Wi-Fi networks and hotspots are displayed with network names and security settings.
2. Tap an network name to connect to it. If security features are implemented, you'll need to enter a password.

Note: Your phone automatically connects to previously used Wi-Fi networks when that network is in range.

Adding a Wi-Fi network

Add a Wi-Fi network if the network does not broadcast its name (SSID), or to add a Wi-Fi network when you are out of range.

To connect to a secure network, you first need to get the security details from the network's administrator.

1. Swipe up on the home screen, tap **Settings > Network & internet > Wi-Fi**.
2. Slide the Wi-Fi switch to the position.
3. Tap **Add network**.
4. Enter the network SSID (name). If necessary, enter security or other network configuration details.
5. Tap **SAVE**.

Checking the Wi-Fi network status

Check the Wi-Fi network by looking at the icon in the status bar. Or tap the network name that the phone is currently connected to in the Wi-Fi screen. You can then check the network status from the pop-up window.

Note: A shortcut to the Wi-Fi status and settings is available in the Quick Settings Menu. From the top of the screen, swipe down once to access the Quick Settings menu. Tap to turn Wi-Fi on/off. Press and hold to open the Wi-Fi menu.

Connecting to virtual private networks

Virtual private networks (VPNs) allow you to connect to the resources inside a secured local network. VPNs are commonly deployed by corporations, schools, and other institutions to let people access local network resources when not on campus, or when connected to a wireless network.

Depending on the type of VPN you are using, you may be required to enter your login credentials or install security certificates before you can connect to your VPN. You can get this information from your network administrator.

Adding a VPN

1. Swipe up on the home screen, tap **Settings > Network & internet > VPN**.
2. Tap + and fill in the information provided by your network administrator.
3. Tap **SAVE**.

The VPN is added to the list on the VPN screen.

Connecting to a VPN

1. Swipe up on the home screen, tap **Settings > Network & internet > VPN**.
2. Tap the VPN that you want to connect.
3. When prompted, enter any requested credentials, and then tap **CONNECT**.

When you are connected, the VPN connected icon appears in the Status bar.

Modifying a VPN

1. Swipe up on the home screen, tap **Settings > Network & internet > VPN**.
2. Press and hold the VPN that you want to modify.
3. Tap **Edit** profile and edit the VPN settings you want.
4. Tap **SAVE**.

Browsing the Internet

Use **Chrome** to view web pages and search for information.

Opening a webpage or searching the web

1. From the home screen, tap **Chrome**.
2. Tap the address box at the top of the web page. If the address box isn't visible, scroll to the top of the webpage.
3. Enter the address (URL) of a webpage, or enter terms to conduct a Google Search.
4. Tap a URL to open the web page, or tap the search suggestion to open the search results.
5. To go back a page, tap . To go forward, tap > .

Tips:

- Tap > to stop opening the page.
- Tap > to refresh the page.
- Tap at the top of a web page to add a bookmark.

Using multiple browser tabs

Open several web pages at the same time (one page in each tab) and switch between them freely.

Opening a new browser tab

Tap 3 > +. A new browser window opens and the homepage is loaded.

Switching between tabs

Tap 3 > to view and switch between tabs.

Tip: Tap × to close the tab.

Setting the home page

Your home page opens whenever you launch your browser or open a new tab.

1. Open the page you want to set as your home page.
2. Tap ⋮ > **Settings > Home page**.
3. Tap **Open this page**, enter the address (URL) and tap **Save**.

Downloading files

1. Press and hold an image or a link to a file or to another web page.
2. In the menu that opens, tap **Download image** or **Download link.**

Note: The downloaded files are saved to your phone or the microSD™ card. You can view or open the downloaded files by **swiping up on the home screen > Downloads**.

Changing browser settings

Configure a number of browser settings to customize the way you browse the web, including several you can use to control your privacy.

To open the browser settings screen, tap ⋮ **> Settings** in the web page screen.

Mobile Hotspot & Tethering

Share your phone's mobile data connection with a single computer via a USB cable (USB tethering) or with up to ten devices at once (wirelessly) by turning your phone into a portable Wi-Fi hotspot.

Warning: The functions below may incur additional network charges from your network carrier. Extra fees may also be charged in roaming areas.

Share your phone's data connection via USB

Use the USB cable that came with your phone to connect the phone to a USB port on your computer.

1. Tap **Settings > Network & internet > Tethering & portable hotspot > Mobile hotspot.**
2. Toggle the **USB tethering** switch to activate/deactivate this function.

Share your phone's data connection as a portable Wi-Fi hotspot

1. Tap **Settings > Network & internet > Tethering & portable hotspot.**
2. Toggle the **Mobile Hotspot** tethering switch to enable/disable this function.

Rename or secure your portable Wi-Fi hotspot

When Mobile Hotspot is activated, you can change the name of your phone's Wi-Fi network (SSID) and secure its Wi-Fi network.

- Tap **Settings > Network & internet > Tethering & portable hotspot > Mobile hotspot** to change the network SSID or set your network security.

Using Wi-Fi Direct

Wi-Fi Direct allows two devices to establish a direct, peer-to-peer Wi-Fi connection without requiring a wireless router.

Connecting to another device via Wi-Fi Direct

1. Swipe up on the home screen, tap **Settings > Network & internet > Wi-Fi**.
2. If Wi-Fi is off, slide the Wi-Fi switch to the position.
3. Tap **Wi-Fi preferences > Advanced > Wi-Fi Direct**. Your phone will search for other devices enabled with Wi-Fi Direct connections.
4. Tap a device name under Peer Devices to connect with it. The other device will receive a Wi-Fi Direct connection prompt and need to accept the request for connection. If prompted, tap **ACCEPT**.
5. Once connected, the device is displayed as “Connected”.

Bluetooth

Bluetooth is a short-range wireless communication technology. Phones or other devices with Bluetooth capabilities can exchange information wirelessly. The Bluetooth devices must be paired before the communication is performed.

Turning Bluetooth on/off

1. Swipe up on the home screen, tap **Settings > Connected devices > Connection preferences > Bluetooth**.
2. Tap the Bluetooth switch to enable or disable Bluetooth. Turning Bluetooth on will make your phone visible to nearby devices.

Note: A shortcut to the Bluetooth status and settings is available in the Quick Settings Menu. From the top of the screen, swipe down once to access the Quick Settings menu. Tap to turn Bluetooth on/off. Press and hold to open the Bluetooth menu.

Changing the device name

1. Swipe up on the home screen, tap **Settings > Connected devices > Connection preferences > Bluetooth**.
2. Slide the Bluetooth switch to the position if Bluetooth is off.
3. Tap **Device name > Rename this device**.
4. Edit the name and tap **RENAME**.

Pairing with another Bluetooth device

1. Swipe up on the home screen, tap **Settings > Connected devices > Connection preferences > Bluetooth**.
2. Slide the Bluetooth switch to the position if Bluetooth is off. Tap **Pair new device** to display a list of available devices.
3. Tap the name of the device to initiate pairing.
4. Confirm that the Bluetooth passkeys are the same between the two devices and tap **PAIR**. Alternately, enter a Bluetooth passkey and tap **PAIR**. Pairing is successfully completed when the other device accepts the connection or the same passkey is entered.

Note: The Bluetooth passkey may be fixed for certain devices, such as headsets and hands-free car kits. You can try entering 0000 or 1234 (the most common passkeys), or refer to the documents for that device.

Unpairing from a Bluetooth device

You can make your phone forget its pairing connection with another Bluetooth device. To connect to the device again, you may need to enter or confirm a passkey again.

1. Swipe up on the home screen, tap **Settings > Connected devices** and make sure Bluetooth is turned on.
2. In the list of paired devices, tap beside the Bluetooth device you want to unpair.
3. Tap **FORGET**.

Sending data via Bluetooth

1. Open the appropriate application and select the file or item you want to share.
2. Select the option for sharing via Bluetooth. The method may vary by application and data type.
3. Tap a Bluetooth device the phone has paired with or wait for it to search for new devices and tap one of them.

Receiving data via Bluetooth

1. Turn Bluetooth on before trying to receive data via Bluetooth.

   Note: If the phone has not been paired with the sending device, you may need to tap your phone's device name in the Bluetooth menu in Settings to keep the phone detectable through Bluetooth.

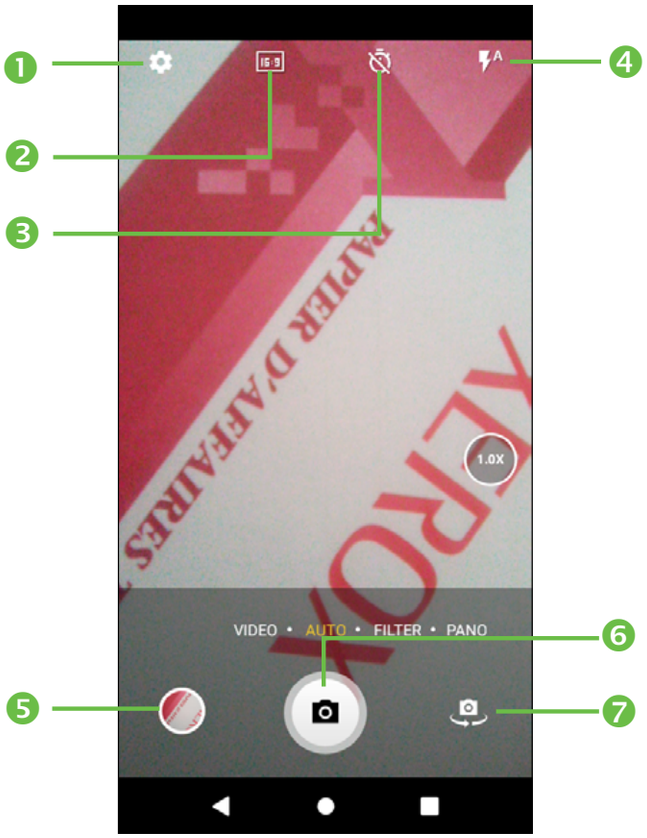
2. Swipe down on the status bar and tap **accept**.
3. **ACCEPT** to start receiving the data.

Entertainment

You can use your phone to take photos and record videos. Photos and videos are stored to the phone's internal storage or microSD™ card (if applicable). You can copy them to your computer or access them in Photos.

Capturing a photo

1. From the home screen, tap **Camera**.
2. Aim the camera at the subject and make any necessary adjustments.



1. Settings
2. Change photo size
3. Set a timer
4. Turn camera flash on/off/auto
5. Open Photos
6. Take a photo
7. Switch between front/back camera

Tip: You can pinch or spread on the screen to zoom in or zoom out.

WARNING: Keep a safe distance when using the flash. Do not point the flash toward peoples' or animals' eyes.

Adjusting camera settings

Tap to access Camera settings.

- **Photo size:** Set the photo MP size and screen ratio. You can quickly change this setting by tapping from Camera screen.
- **Video quality:** Set the video fps (frames per second) and screen ratio.
- **Volume button function:** Choose Shutter, Zoom or Change volume.
- **Touch to capture:** Tap the switch to enable/disable grid view. It divides the screen into equal parts and helps you take better photos by making it simple to align compositional elements to the grid, such as the horizon or buildings to the lines in the grid.
- **Storage:** Save photos to your phone or microSD™ card.
- **Save location information:** Tap the switch to activate/deactivate the function of tagging photos and videos with your location. This option is available when GPS location services and wireless network are enabled and permission is granted.
- **Shutter sound:** Tap the switch to enable/disable shutter sound when taking a photo.
- **Reset settings:** Tap and confirm to reset the camera settings.

Camera Modes

1. From the home screen, tap Camera.
2. Swipe left and right on the screen to access camera modes.

- **Auto:** The default camera mode will automatically adjust the focus, lighting, and more.
- **Filter:** Apply real-time filters to your photos. Filters automatically adjust photo settings like brightness, saturation, color hues, and more.
- **Pano:** Use pano to capture a panoramic photo, an image with a horizontally elongated field of view. Tap the shutter button and move the phone steadily along in the direction indicated on the screen. The photo will be saved when all the slots are filled, or when pressing the shutter button again.

Recording Video

1. Swipe up on the home screen, tap **Camera**.
2. Tap **VIDEO** mode to the left to access **VIDEO**.
3. Aim the camera at the subject.

   Tip: Pinch or spread on the screen to zoom in or zoom out.
4. Tap to start recording.
5. Tap to stop recording.

Tip: While the recording is in progress, you can tap to save the frame as a separate photo.

Using your photos

Opening your photos

From the home screen, tap **Gallery** to view your pictures and videos.

Sharing pictures, or videos

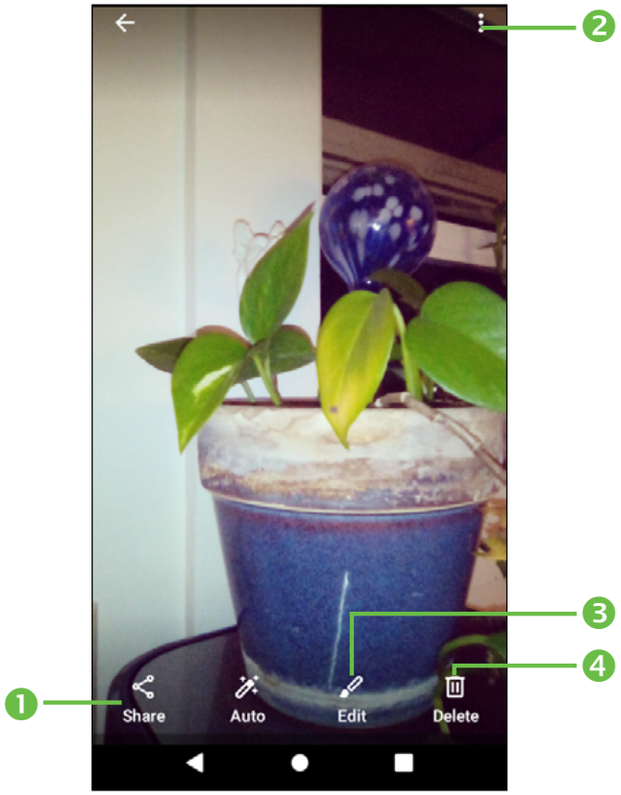
1. Press and hold a picture or a video.
2. Tap and select how you want to share the items.

Working with pictures and videos

Gallery offers a wide range of editing features for photos and videos.

To edit a picture

Find the picture you want to work on, and tap the picture in the full screen view.

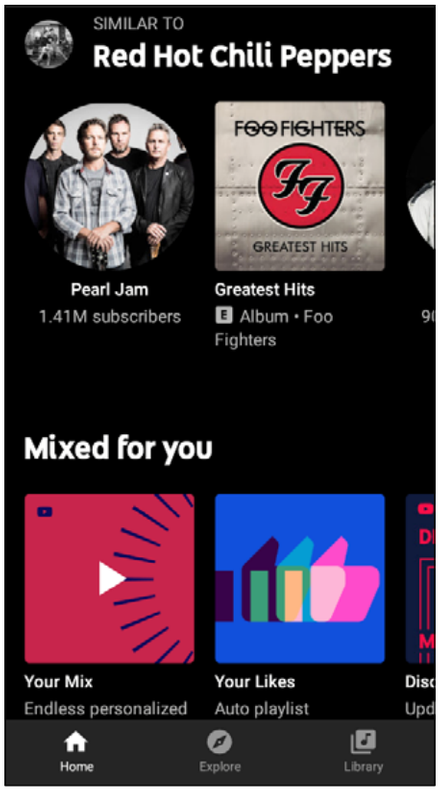


1. Share
2. More options, such as **Info,Use as**, etc.
3. Edit
4. Delete

YT Music

You can play music files stored on your phone or microSD™ card.

To play a music file, swipe up on the Home screen, then tap YT Music .



Note: While playing songs with YT Music, the operation of pause, play or skip is still available even if the screen is locked.

Applications

Google Apps

These Google apps are pre-installed on your phone. Some apps require a Google account -- visit google.com to learn more.

Google Pay

Google Pay is a simple and fast secure payment service that provides the necessary functions for checkout, allowing you to settle your bills online and in stores with ease.

Assistant

Press your phone's dedicated Google Assistant button to quickly ask for help, check the news, make a phone call, and more.

Chrome

Use Google Chrome to browse the Internet and sync your browser data from your computer or tablet to your phone.

Gmail

Send and receive email with Gmail, Google's web-based email service.

Google Go

Google Go is the search bar on your home page. Use it to search the Internet, as well as apps and content on your phone.

Maps

Google Maps offers satellite imagery, street maps, 360° panoramic views of streets, real-time traffic conditions, and route planning.

Note: You must enable location services to use Maps. For more information, see Location Services.

Gallery

Automatically backs up your photos and videos to your Google account.

Play Store

Find new apps, movies and TV shows, music, books, magazines, and games in Google Play store.

YouTube

View and upload YouTube videos right from your device.

Calculator

Your phone's convenient built-in **Calculator** can be used for basic arithmetic and even some advances mathematical equations.

Clock

From the home screen, swipe up > **Clock**.

Setting a new alarm

1. Tap in the **Clock** app.

2. Tap an existing alarm to configure it, or tap at the bottom of the screen to create a new alarm.
3. Set up the alarm options, such as time, repeat, and alarm sound.

   Note: To enable or disable existing alarms directly, just slide the switch.

Checking World time

Tap in the **Clock** app to check local time for cities around the world.

Tap at the bottom to add a new city or country.

Using the Stopwatch and Timer

Stopwatch allows you to record lap times, while **Timer** allows you to set a time and count down to zero.

Downloads

The Downloads app keeps a record of the files you have downloaded using apps such as Chrome or Gmail.

Swipe up on the home screen, tap **Downloads**.

- Tap a file to open it with the appropriate application.
- Press and hold a file or check the box in front of it to delete or share it.

Phone settings

Swipe up on the home screen, tap **Settings**. The Settings app contains most of the tools for customizing and configuring your phone.

Network & internet

Wi-Fi

Turn Wi-Fi on or off and configure your Wi-Fi connections.

When Wi-Fi is on, tap **Wi-Fi preferences > Advanced > Wi-Fi Direct** in the Wi-Fi menu to share data between two devices via Wi-Fi Direct.

Wi-Fi Calling

Turn on/off Wi-Fi calling to allow your device to make calls over a Wi-Fi network.

Cellular network

Enable or disable data service, allow data services when roaming, or set access point names for data access.

Important: Data roaming and always-on data may incur significant roaming charges.

Data usage

Check how much data has been used during the time cycle you set, enable a cellular data limit, view app data usage, or restrict background data for individual apps.

Note: The data usage is measured by your phone, and your carrier's data usage accounting may differ.

Tethering & portable hotspot: Enable to share your phone's mobile data connection with a single computer via a USB cable (USB tethering) or with up to ten devices at once (wirelessly) by turning your phone into a portable Wi-Fi hotspot.

Airplane mode

Tap the On/Off switch to turn airplane mode on or off.

VPN

Set up and connect to virtual private networks.

Private DNS

Tap select private DNS mode.

Connected devices

Bluetooth

Turn Bluetooth on or off and configure your Bluetooth connections.

Apps & notifications

View details about applications installed on your phone, manage individual app data usage, and force stop apps. Tap Apps & notifications > View all apps to change individual app settings.

Within an app's settings menu:

- **Permissions:** Grant permissions for the app, such as allowing the app to access your Camera, Contacts, Location, etc.
- **Notifications:** Configure how this app will display notifications

Display

- **Brightness level:** Set the brightness of the display.
- **Night Light:** Night light tints your screen amber. This makes it easier to look at your screen or read in dim light, and may help you fall asleep more easily.
- **Adaptive brightness:** Optimize brightness level for available light.
- **Wallpaper:** Select a background image for the home screen.
- **Dark theme:** Set the display to dark colors for easier viewing at night or per your preference.
- **Sleep:** Set the inactivity duration before the screen turns off automatically.
- **Auto-rotate screen:** Select whether the screen rotates automatically or not.
- **Font size:** Set the font size of the text on the screen.
- **Display size:** Set the display size of the items on the screen.
- **Lock screen display:** Select what content, such as notifications, will appear on your lock screen.

Sound

Use the Sound settings to configure many aspects of call and notification ringtones, music, and other audio settings.

- **Media volume:** Volume for media, such as mucic, videos, sound recordings, and more.
- **Call volume:** Volume during a phone call. You can also adjust call volume by pressing the Volume keys during a phone call.
- **Ring volume:** Ringtone volume for incoming phone calls.
- **Alarm volume:** Set volume for alarm.
- **Also vibrate for calls:** Tap the switch to enable vibration for incoming calls.
- **Do Not Disturb:** Set the behavior of calls and notifications while Do Not Disturb is turned on.
- **Shortcut to prevent ringing:** Create a shortcut to silence the ringtone volume during an incoming call.
- **Phone ringtone:** Set your incoming call ringtone.
- **Default notification sound:** Set the default sound for notifications.
- **Default alarm sound:** Set your alarm ringtone.
- **OTHER SOUNDS AND VIBRATES:** Set dial pad tones, screen locking sounds, charging sounds, touch sounds and vibrate on touch.
- **Sound enhancement:** Enable amplified volume when your phone is connected to an external sound device.

Storage

View details about storage used by apps, images, etc. and manage space on your phone.

Security

- **Google Play Protect:** Google Play Protect regularly checks your apps and device for harmful behavior. You'll be notified of any security risks found.
- **Find My Device:** Find My Device helps you locate this device remotely. It also helps you keep your data safe if the device is lost.
- **Security update:** Security updates are shared when available via Internet or cellular data. Tap to check for pending updates.
- **Function shortcuts:** Customize the application shortcuts displayed on your lock screen.
- **Screen lock:** Enable an unlock method to keep your phone secure. Select Swipe, Pattern, PIN, Password, or Face Unlock. Face Unlock will unlock your phone by using the front camera to register your face.

  Note: Facial Recognition may not be as secure as Pattern, PIN, or Password locks. We may use Facial Recognition methods only for the purpose to unlock the phone.

  You can make pattern visible, select the duration to lock the phone after the screen is off.
- **Smart Lock:** With a Screen lock method enabled, your phone will detect when it's safe with you, such as is your pocket or at your home.
- **Device administrators:** View, activate, or deactivate device administrators.

- **Encryption & credentials**
  - **Encrypt phone:** Encrypt your accounts, settings, download apps and their data, media and other files.
  - **Storage type:** Show storage type.
  - **Trusted credentials:** Display trusted CA certificates.
  - **User credentials:** Check and manage stored credentials.
  - **Install from SD card:** Install encrypted certificates from microSD™ card.
  - **Clear credentials:** Remove all credentials.
- **Trust agents:** Activate or deactivate trust agents.

Accounts

Manage your accounts and synchronization. Tap Accounts to sign in to or create accounts on your phone.

Tap an account to see what type of accounts you have added and adjust the accounts settings.

Accessibility

Configure the system accessibility options and accessibility plug-ins on your phone.

Privacy

- **Permission manager:** Set individual app permissions to Location, Storage, and more.
- **Make passwords visible:** Tap the switch to show passwords as you type.
- **Autofill:** Enable your device and Google account to store data for autofill entries, search history, location history, and more.

Digital Wellbeing & Parental controls

- **Digital Wellbeing:** Use app timers and other tools to keep track of your screen time and unplug more easily.
- **Parental controls:** Add content restrictions and set other limitations to help your child balance their screen time.

Google

Tap to modify your Google Account settings.

AT&T Software Update

Smart Manager

- Restrict auto-start apps can make system run faster and extend battery life.

System

Languages & input

- **Languages:** Select your preferred language and region.
- **Virtual keyboard**
  - **Gboard:** The Gboard settings apply to the on-screen keyboard that is included with your phone. The correction and capitalization features affect only the English version of the keyboard.
  - **Google voice typing:** Google voice typing is free speech-to-text capabilities which can let you input words by talking instead of typing by hand. Tap the microphone icon on the on-screen keyboard to start Voice Typing.
- **Physical keyboard**
  - **Show virtual keyboard:** Tap the switch to enable virtual keyboard on screen while physical keyboard is active.
  - **Keyboard shortcuts helper:** View the available keyboard shortcuts.
- **Spell checker:** Mark the checkbox to enable the system to show suggested words.
- **Autofill service:** Select an app which uses what's on your screen to determine what can be autofilled.

- **Personal dictionary:** Open a list of the words you've added to the dictionary. Tap a word to edit or delete it. Tap the add button (+) to add a word.
- **Pointer speed:** Select how fast the pointer/mouse should scroll when you connect the phone to a trackpad or mouse accessory.
- **Text-to-speech settings**
  - **Preferred engine:** Choose a preferred text-to-speech engine - tap the settings icon to show more choices for each engine.
  - **Language:** This will show status of your default language.
  - **Speech rate:** Slide the slider where you can select how quickly you want the synthesiser to speak.
  - **Pitch:** Adjust the tone of the spoken text.

Gestures

- **Jump to camera:** Press the power button twice to open Camera.
- **Prevent ringing:** Press power & volume up together to prevent ringing.

Date & time

Set date, time, time zone, and how date and time are displayed. You can also use network-provided data.

Regulatory & safety

View regulatory & safety information.

Backup

Turn on the switch to back up your device's settings and other application data to Google Servers, with your Google account. If you replace your device, the settings and data you've backed up are restored onto the new device for the first time you sign in with your Google account. If you mark this option, a wide variety of settings and data are backed up, including your Wi-Fi passwords, bookmarks, a list of the applications you've installed, the words you've added to the dictionary used by the onscreen keyboard, and most of the settings that you configure with the Settings application. If you unmark this option, you stop backing up your settings, and any existing backups are deleted from Google Servers.

Reset options

- **Reset Wi-Fi, cellular & Bluetooth:** Reset all network settings including Wi-Fi, Bluetooth and other network settings to factory defaults.
- **Reset app preferences:** Reset your personal settings; no data or media will be deleted
- **Erase all data (factory reset):** Reset your phone to factory default settings. All of your personal data from the phone's internal storage will be erased.

AT&T Software Update

1. Swipe up on the home screen, tap **Settings**.
2. Tap **Settings > System > AT&T Software Update**, and the phone will search for the latest software. Your phone will automatically download the update package. You can choose to install or ignore the updates.

Note: All personal information will be saved following the update process. We recommend you back up your personal data using Smart Suite before updating.

About phone

View phone status, legal information, and other information.

Troubleshooting

If you encounter problems while using the phone, or if it performs abnormally, you can refer to the chart below. If your particular problem cannot be resolved using the information in the chart, contact the dealer where you purchased the phone.

Problem	Possible causes	Possible solution
Poor reception	The network signal is too weak at your current location, for example, in a basement or near a tall building, because wireless transmissions cannot effectively reach it.	Move to a location where the network signal can be properly received.
	The network is busy at the current time (for example, during peak times, there may be too much network traffic to handle additional calls).	Avoid using the phone at such times, or try again after waiting a short time.
	You are too far away from a base station for your service provider.	You can request a service area map from your service provider.
Echo or noise	Poor network link quality on the part of your service provider.	End the call and dial again. You may be switched to a better-quality network link or phone line.
	Poor local telephone line quality.	End the call and dial again. You may be switched to a better-quality network link or phone line.
Unable to select certain features	Your service provider does not support these features, or you have not applied for services that provide these features.	Contact your service provider.

Problem	Possible causes	Possible solution
Battery not charging	The battery or battery charger is damaged.	Contact the dealer.
	The phone's temperature is below 32°F or higher than 113°F.	Adjust the environment to avoid extremes of temperature.
	Poor contact between the battery and charger.	Check all connectors to make sure all connections have been properly made.
Shortened standby time	The display brightness is high or Wi-Fi, Bluetooth, GPS, etc. are not disabled when they are not in use.	Adjust the brightness of the screen as appropriate.
		Exit background-running applications if they are not being used for a long time.
		Disable Bluetooth, Wi-Fi, or GPS when not in use.
	If you are not able to connect to the network, the phone will continue to send out signals as it attempts to locate a base station. Doing so consumes battery power and will consequently shorten standby time.	Change your location to one where the network is accessible, or temporarily turn off your phone.
Cannot turn your phone on	Battery power has been depleted.	Recharge the phone's battery.
NANO SIM card error	The NANO SIM card has malfunctioned or is damaged.	Take the NANO SIM card to your service provider for testing.
	The NANO SIM card is inserted improperly.	Insert the NANO SIM card properly.
	There is debris on the NANO SIM card contacts.	Use a soft, dry cloth to clean the NANO SIM card contacts.

Problem	Possible causes	Possible solution
Unable to connect to the network	The NANO SIM card is invalid.	Contact your service provider.
	You are not within the network's service area.	Check the service area with your service provider.
	Poor signal.	Move to an open space, or if you are inside a building, move closer to a window.
Cannot make outgoing calls	You have activated Fixed Dialing Numbers.	Go to Fixed Dialing Numbers and disable it.
PIN code blocked	You have entered an incorrect PIN code three consecutive times.	Contact your service provider. If the service provider provides the SIM card's PUK code, use the PUK code to unlock the SIM card.
Unable to enter information into the phonebook	The phonebook's memory is already full.	Delete unnecessary data from the contacts.
Phone crashes, reboots, freezes, or cannot be powered on	Some third-party software is not compatible with your phone.	Uninstall the software that may cause the problem.
		Upgrade the phone software.
		Reset the phone to factory status by pressing **Power** key and **Volume Up** key at the same time when power off the phone.
Phone is slow or sluggish	Applications are running in the background.	Exit background-running applications if they are not being used.
Cannot receive new notifications while App running in the background	Not activate your Apps under **DuraSpeed**	Access into **Settings > Apps & notifications > Advanced > DuraSpeed**, activate your desired Apps.

For your safety

General safety

	Don’t make or receive handheld calls while driving. And never text while driving.		Don’t use at gas stations.
	Keep your phone at least half an inch (15 mm) away from your ear or body while making calls.		Your phone may produce a bright or flashing light.
	Small parts may cause choking.		Don’t dispose of your phone in a fire.
	Your phone can produce a loud sound.		To prevent possible hearing damage, do not listen at high volume levels for long periods
	Avoid contact with anything magnetic.		Avoid extreme temperatures.
	Keep away from pacemakers and other electronic medical devices.		Avoid contact with liquids. Keep your phone dry.
	Power off when asked to in hospitals and medical facilities.		Don’t take your phone apart.
	Power off when told to in aircrafts and airports.		Only use approved accessories.
	Power off when near explosive materials or liquids.		Don’t rely on your phone as a primary device for emergency communications.

FCC RF Exposure Information (SAR)

This phone is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the United States.

During SAR testing, this device was set to transmit at its highest certified power level in all tested frequency bands and placed in positions that simulate RF exposure in usage against the head with no separation, and near the body with the separation of 15 mm. Although the SAR is determined at the highest certified power level, the actual SAR level of the device while operating can be well below the maximum value. This is because the phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.

The exposure standard for wireless devices employs a unit of measurement known as the Specific Absorption Rate or SAR. The SAR limit set by the FCC is 1.6 W/kg.

Tests for SAR are conducted using standard operating positions accepted by the FCC with the device transmitting at its highest certified power level in all tested frequency bands.

The FCC has granted an Equipment Authorization for this model phone with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model phone is on file with the FCC and can be found under the Display Grant section of www.fcc.gov/oet/ea/fccid after searching on FCC ID: 2ACCJH124.

For this device, the highest reported SAR value for usage against the head is 0.95 W/kg, for usage near the body is 1.30 W/kg.

While there may be differences between the SAR levels of various phones and at various positions, they all meet the government requirements.

SAR compliance for body-worn operation is based on a separation distance of 15 mm between the unit and the human body. Carry this device at least 15 mm away from your body to ensure RF exposure level compliant or lower to the reported level. To support body-worn operation, choose the belt clips or holsters, which do not contain metallic components, to maintain a separation of 15 mm between this device and your body.

RF exposure compliance with any body-worn accessory, which contains metal, was not tested and certified, and use such body-worn accessory should be avoided.

FCC compliance

This mobile phone complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This mobile phone has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Caution: Changes or modifications not expressly approved by the party responsible for compliance could void the user`s authority to operate the equipment.

Hearing Aid Compatibility (HAC) regulations for mobile phones

In 2003, the FCC adopted rules to make digital wireless telephones compatible with hearing aids and cochlear implants. Although analog wireless phones do not usually cause interference with hearing aids or cochlear implants, digital wireless phones sometimes do because of electromagnetic energy emitted by the phone's antenna, backlight, or other components. Your phone is compliant with FCC HAC regulations (ANSI C63.19- 2011). While some wireless phones are used near some hearing devices (hearing aids and cochlear implants), users may detect a buzzing, humming, or whining noise. Some hearing devices are more immune than others to this interference noise and phones also vary in the amount of interference they generate. The wireless telephone industry has developed a rating system for wireless phones to assist hearing device users in finding phones that may be compatible with their hearing devices. Not all phones have been rated. Phones that are rated have the rating on their box or a label located on the box. The ratings are not guarantees. Results will vary depending on the user's hearing device and hearing loss. If your hearing device happens to be vulnerable to interference, you may not be able to use a rated phone successfully. Trying out the phone with your hearing device is the best way to evaluate it for your personal needs.

This phone has been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids. It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Consult your service provider or the manufacturer of this phone for more information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or phone retailer.

M-Ratings: Phones rated M3 or M4 meet FCC requirements and are likely to generate less interference to hearing devices than phones that are not labeled. M4 is the better/higher of the two ratings.

T-Ratings: Phones rated T3 or T4 meet FCC requirements and are likely to be more usable with a hearing device's telecoil ("T Switch" or "Telephone Switch") than unrated phones. T4 is the better/ higher of the two ratings. (Note that not all hearing devices have telecoils in them.)

Your phone meets the M4/T3 level rating.

Hearing devices may also be rated. Your hearing device manufacturer or hearing health professional may help you find this rating. For more information about FCC Hearing Aid Compatibility, please go to http://www.fcc.gov/cgb/dro.

CTIA

a) Do not disassemble or open crush, bend or deform, puncture or shred.

b) Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, expose to fire, explosion or other hazard.

c) Only use the battery for the system for which it is specified.

d) Only use the battery with a charging system that has been qualified with the system per CTIA Certification Requirements for Battery System Compliance to IEEE 1725. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazard.

e) Do not short circuit a battery or allow metallic conductive objects to contact battery terminals.

f) Replace the battery only with another battery that has been qualified with the system per this standard, IEEE-Std-1725. Use of an unqualified battery may present a risk of fire, explosion, leakage or other hazard.

g) Promptly dispose of used batteries in accordance with local regulations.

h) Battery usage by children should be supervised.

i) Avoid dropping the phone or battery. If the phone or battery is dropped, especially on a hard surface, and the user suspects damage, take it to a service center for inspection.

j) Improper battery use may result in a fire, explosion or other hazard.

The phone shall only be connected to products that bear the USB-IF logo or have completed the USB-IF compliance program.

Distraction

Driving

Full attention must be given to driving at all times in order to reduce the risk of an accident. Using a phone while driving (even with a hands-free kit) can cause distraction and lead to an accident. You must comply with local laws and regulations restricting the use of wireless devices while driving.

Operating machinery

Full attention must be given to operating the machinery in order to reduce the risk of an accident.

Product handling

General statement on handling and use

You alone are responsible for how you use your phone and any consequences of its use.

You must always power off your phone wherever the use of a phone is prohibited. Use of your phone is subject to safety measures designed to protect users and their environment.

- Always treat your phone and its accessories with care and keep it in a clean and dust-free place.
- Do not expose your phone or its accessories to open flames or lit tobacco products.
- Do not expose your phone or its accessories to liquid, moisture, or high humidity.

- Do not drop, throw, or try to bend your phone or its accessories.
- Do not use harsh chemicals, cleaning solvents, or aerosols to clean the device or its accessories.
- Do not paint your phone or its accessories.
- Do not attempt to disassemble your phone or its accessories. Only authorized personnel can do so.
- Do not expose your phone or its accessories to extreme temperatures, minimum 32°F and maximum 122°F (minimum 0°C and maximum + 50°C).
- Please check local regulations for disposal of electronic products.
- Do not carry your phone in your back pocket as it could break when you sit down.

Small children

Do not leave your phone and its accessories within the reach of small children or allow them to play with it. They could hurt themselves or others, or could accidentally damage the phone.

Your phone contains small parts with sharp edges that may cause an injury or may become detached and create a choking hazard.

Demagnetization

To avoid the risk of demagnetization, do not allow electronic devices or magnetic media close to your phone for a long time.

Electrostatic discharge (ESD)

Do not touch the NANO SIM card's metal connectors.

Antenna

Do not touch the antenna unnecessarily.

Normal use position

When placing or receiving a phone call, hold your phone to your ear, with the bottom toward your mouth.

Air bags

Do not place a phone in the area over an air bag or in the air bag deployment area as an airbag inflates with great force and serious injury could result.

Store the phone safely before driving your vehicle.

Seizures/blackouts

The phone can produce a bright or flashing light. A small percentage of people may be susceptible to blackouts or seizures (even if they have never had one before) when exposed to flashing lights or light patterns such as when playing games or watching a video. If you have experienced seizures or blackouts or have a family history of such occurrences, please consult a physician.

Repetitive strain injuries

To minimize the risk of Repetitive Strain Injury (RSI) when texting or playing games with your phone:

- Do not grip the phone too tightly.
- Press the keys lightly.

- Use the special features that are designed to minimize the times of pressing buttons, such as Message Templates and Predictive Text.
- Take lots of breaks to stretch and relax.

Emergency calls

This phone, like any wireless phone, operates using radio signals, which cannot guarantee connection in all conditions. Therefore, you must never rely solely on any wireless phone for emergency communications.

Loud noise

This phone is capable of producing loud noises, which may damage your hearing. Turn down the volume before using headphones, Bluetooth stereo headsets or other audio devices.

Phone heating

Your phone may become warm during charging and during normal use.

Electrical safety

Accessories

Use only approved accessories.

Do not connect with incompatible products or accessories.

Take care not to touch or allow metal objects, such as coins or key rings, to contact or short-circuit in the battery terminals.

Connection to a car

Seek professional advice when connecting a phone interface to the vehicle electrical system.

Faulty and damaged products

Do not attempt to disassemble the phone or its accessories.

Only qualified personnel can service or repair the phone or its accessories.

If your phone (or its accessories) has been submerged in water, punctured, or subjected to a severe fall, do not use it until you have taken it to be checked at an authorized service center.

Interference

General statement on interference

Care must be taken when using the phone in close proximity to personal medical devices, such as pacemakers and hearing aids.

Pacemakers

Pacemaker manufacturers recommend that a minimum separation of

6 inches (15 cm) be maintained between a mobile phone and a pacemaker to avoid potential interference with the pacemaker. To achieve this, use the phone on the opposite ear to your pacemaker and do not carry it in a breast pocket.

Hearing aids

People with hearing aids or other cochlear implants may experience interference noise when using wireless devices or when one is nearby.

The level of interference will depend on the type of hearing device and the distance from the interference source, increasing the separation between them may reduce the interference. You may also consult your hearing aid manufacturer to discuss alternatives.

Medical devices

Please consult your doctor and the device manufacturer to determine if using your phone may interfere with the operation of your medical device.

Hospitals

Switch off your wireless device when requested to do so in hospitals, clinics, or healthcare facilities. These requests are designed to prevent possible interference with sensitive medical equipment.

Aircraft

Switch off your wireless device whenever you are instructed to do so by airport or airline staff.

Consult the airline staff about the use of wireless devices on board the aircraft. If your device offers a `flight mode', this must be enabled prior to boarding an aircraft.

Interference in cars

Please note that because of possible interference to electronic equipment, some vehicle manufacturers forbid the use of mobile phones in their vehicles unless a hands-free kit with an external antenna is included in the installation.

Explosive environments

Gas stations and explosive atmospheres

In locations with potentially explosive atmospheres, obey all posted signs to turn off wireless devices such as your phone or other radio equipment.

Areas with potentially explosive atmospheres include fueling areas, below decks on boats, fuel or chemical transfer or storage facilities, and areas where the air contains chemicals or particles, such as grain, dust, or metal powders.

Blasting caps and areas

Power off your mobile phone or wireless device when in a blasting area or in areas posted with power off "two-way radios" or "electronic devices" notices to avoid interfering with blasting operations.

Specifications

Handset specifications are shown in the following table.

Network frequency	GSM: 850/900/1800/1900 UMTS: B2/4/5 LTE: B2/4/5/12(MFBI)/14/66(MFBI) /B30
Operating system	Android 10 (Go edition)
Display	5.6" (18:9) FWVGA FW+ 480X960
Processor	MT6739WW
Memory	2 GB RAM, up to 16 GB ROM microSD™ support up to max 128GB
Wi-Fi	802.11b/g/n
Camera	Rear: 5MP with LED flash Front: 2MP with LCD software flash
Talk time	2G: 33.3hrs; 4G&3G: 21.4hrs; 4G VOLTE : 12.5hrs(TBD)
Standby time	2G: 540H; 3G: 490.9H; 4G: 415H; 4G VOLTE: 415H(TBD)
Dimensions	146.1 X 71.6 X 9.9mm
Weight	168g
Battery	3000 mAh
HAC	Rated for hearing aids: M4/T3
Audio jack	3.5 mm audio jack

2 YEAR LIMITED WARRANTY

TCT Mobile Inc., offers a 2 year limited warranty on the AT&T 5002R smart phone that is found to be defective in materials or workmanship upon submission of the following items:

1. Proof of purchase – consisting of original invoice or sales slip indicating the date of purchase, dealer's name, model and serial number of the product.

General Terms and Conditions

This warranty is confined to the first purchaser of the product only and is not applicable to cases other than defects in material, design and workmanship.

Items and Conditions Not Covered:

- Damages resulting from normal wear and tear and/or the need for regular maintenance shall not constitute a defect under the terms of this warranty.
- Abuse or misuses, including but not solely limited to the failure to use this product for its normal purposes or in accordance with TCT's instructions on usage and maintenance.
- Defects resulting from usage of the product in conjunction with accessories that are not approved by TCT for use with this product.
- TCT will not be responsible for any repairs caused by third party component parts, or service that is found to be the cause for the defect or damage of the product.

- TCT will not be responsible for failure to use the battery in accordance with the specific instructions of core outlined in the product user manual. For example, do not attempt to open sealed devices, such as batteries. Opening of sealed devices may result in bodily injury and/or property damage.
- Accidents, Acts of God, lightning, water, fire, public disturbances, improper ventilation, voltage fluctuations or any cause beyond the control of TCT.
- This warranty does not affect the consumers' statutory rights nor the consumers' rights against the dealer related to their purchase/ sales agreement.

TCT's 2 Year Limited Warranty will abide by the following options regarding claims:

1. Repair the TCT product using new or previously used parts that are equivalent to new in performance and reliability.
2. Replace the TCT product with the same model (or with customer consent a product that has similar functionality) formed from new and/ or previously used parts that are equivalent to new in performance and reliability.

   a. When a TCT product or part is replaced or provided, any replacement item becomes the customer's property and the replaced or refunded item becomes TCT's property.

   b. TCT will not provide any data transfer service. This is the customer's responsibility. TCT shall not be liable for the loss of any saved/stored data in products that are either repaired or replaced. Customer should maintain a separate backup copy of the contents of the device's data.

3. All refund requests shall be submitted to the retailer where the device(s) were originally purchased and shall subject to the retailer's refund policies. Customers may obtain the retailers return policies at the links provided below:

   a. U.S. https://us.alcatelmobile.com/return-policy/

4. Repair or Replacement of any TCT product under the terms of this warranty does not provide right to extension or renewal of the warranty period.
5. Warranty repairs are available free of charge at TCT authorized repair centers for products that comply with the General Terms and Conditions of this warranty. Shipping cost of the defective product(s) to TCT authorized repair center is to be paid by the customer. The customer is responsible for any damage to the defective product during shipment to the authorized repair center.
6. This warranty is not transferrable. This warranty will be the purchasers' sole and exclusive remedy and neither TCT nor its service centers shall be liable for any incidental or consequential damages or breach of any express or implied warranty of this product.
7. This warranty extends to products purchased and sold within the United States. All products sold in United States will be subject to their respective state and federal laws.

Electronic Recycling

For more information on Electronic Recycling, please:

1) Visit Alcatel Electronic Recycling Program website at https://us.alcatelmobile.com/electronic-recycling-program, or

2) Call Alcatel US Customer Support at 1-855-368-0829.

Battery Recycling (USA & Canada)

Alcatel partners with Call2Recycle® to offer a safe and convenient battery recycling program. For more information on our Battery Recycling Program, please visit the USA and Canada website at www.alcatelonetouch.us/battery-recycling and https://ca.alcatelmobile.com/battery-recycling.